



Incident Report Form

Submit the following completed form for all Danfoss Turbocor® compressor or component warranty claims and repair requests:

SUBMITTED BY:

* Name:	* Date (mm/dd/yyyy):
* Company	* Customer Incident Report # :
* E-Mail Address:	Phone:

CHILLER CHARACTERISTICS:

Number of Compressor(s) on Circuit:	Chiller Condenser type: ☐ Air ☐ Water ☐ Evaporative
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AFTERMARKET PROGRAM CHOICE:

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| ☐ Warranty Repair | ☐ Fixed Price Repair (PO required) |
| ☐ Exchange Compressor (PO required) | ☐ Investigation Analysis Report (PO required) |
| ☐ Credit (In-Warranty Part Failures and Compressor Line Failures only) | ☐ Information only |
| | ☐ Fixed Price Repair + IA Report (PO required) |

COMPRESSOR INFORMATION: (FROM COMPRESSOR NAMEPLATE)

* Part Number:	* Compressors Serial Number:
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INCIDENT DESCRIPTION:

* Incident Date (mm/dd/yyyy):	* Commissioning Date (mm/dd/yyyy):
* Job Site Name:	* Where Incident Occurred: ☐ Line ☐ Field ☐ In transit
* Each component to be returned: (Include Danfoss Turbocor® part number and description)	
* Fault Description:	
* Troubleshooting Procedure Used:	

* Indicates mandatory field

NOTE:

- All IRs must be submitted to turbocor.ps.na@danfoss.com for North America or to turbocor.ps.eu@danfoss.com for Europe
- Compressor warranty returns WILL NOT be authorized without complete fault and event logs accompanying this report. Compressor recording file and calibration report requested if possible.
- Handwritten submittals of this form will not be accepted.
- Attach photos if physical damage is present.



- Parts must be ordered as a separate transaction to turbocor.cs.na@danfoss.com for North America or to turbocor.cs.eu@danfoss.com for Europe
- For any Fixed Price Repair Program and Exchange Program request, a PO must be sent with IR.